

## Team Charter

---

### **Initiative: Guaranty Agency/Lender Payment Process**

<b>Team Lead:</b>	Frank Ramos	
<b>Team Members</b>	<b>Core Members</b>	<b>Part time/Advisors</b>
	Angela Roca-Baker	
	Sandra Simmons	
	Thomas Jones	

### **Initiative Mission:**

Review current Guaranty Agency (GA) and lender business processes and inherent technology. Develop and implement revised procedures that increase the effectiveness of payment processing.

<b>Goals</b>	<b>Key Success Indicators</b>
Review current business processes and technology to identify inefficiency and areas most in need of reengineering.	Reduced payment processing errors and improved customer satisfaction rating.
Provide communication to team members and other members of this and other channels, as well as the GA/lender community to keep all parties informed of accomplishments and issues.	Financial Partners are aware of initiative outcomes, and how specific actions impact them.
Develop and implement new processes and work procedures, where appropriate.	Employees and systems are performing processes that most effectively pay GAs and lenders.
Identify best in business practices and technology.	Financial Partners are confident that they are being paid in the most accurate and timely manner possible, using the most current technology available.

<b>Initiative Milestones/Deliverables</b>	<b>Target Completion Date</b>	<b>Responsible Party</b>
Current Environment Assessment	May 11, 2000	
Solutions Identification	June 14, 2000	

## Team Charter

---

In-Project Scope	Out of Project Scope